

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend claims 1-6 and 9 as follows:

1. (presently amended) A method of dealing with remote parties, comprising the following steps:

a) maintaining a web page on the Internet, which presents information, in a visual format to visitors to the web page, the visual format having presenting an interface similar to one presented by a conventional telephone:

- i) at least two options, A and B;
- ii) at least two further options C and D, when option A is selected; and
- iii) at least two further options E and F, when option B is selected;

b) maintaining a telephone call center accessible to callers using a conventional telephone, which presents, in audible format to callers and selectable using inputs that can be produced using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation to visitors to the web page so that the presentation of the audible format experienced by callers to the call center will be similar to the visual format experienced by visitors to the web page,

- i) said options A and B;
- ii) said further options C and D, when option A is selected; and

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

iii) said further options E and F, when option B is selected.

2. (presently amended) A method of dealing with remote parties, comprising the following steps:

a) transmitting information which presents

i) visual options, for selection by a remote party, the visual options being presented in a format presenting an interface similar to one presented by a conventional telephone,

ii) in a sequence which follows a predetermined flow chart; and

b) transmitting information which presents audible options, for selection by a different remote party, in a sequence which follows said flow chart, the audible options being accessible by a caller using a conventional telephone and selectable using inputs that can be produced using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation so that the presentation of the audible format experienced by callers will be similar to the format of the visual options presented to the remote party.

3. (presently amended) A system for dealing with remote parties, comprising the following steps:

a) means for maintaining a web page on the Internet, which presents, in visual format to visitors to the web page, the visual format presenting an interface similar to one presented by a conventional telephone:

i) at least two options, A and B;

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

ii) at least two further options C and D, when option A is selected; and  
iii) at least two further options E and F, when option B is selected;

b) a telephone call center accessible to callers using a conventional telephone, which presents, in audible format to callers and selectable using inputs that can be produced using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation to visitors to the web page so that the presentation of the audible format experienced by callers to the call center will be similar to the visual format experienced by visitors to the web page,

i) said options A and B;  
ii) said further options C and D, when option A is selected; and  
iii) said further options E and F, when option B is selected.

4. (presently amended) ~~A method of~~ system for dealing with remote parties, comprising ~~the following steps:~~

a) means for transmitting information which presents

i) visual options, for selection by a remote party, the visual options being presented in a format presenting an interface similar to one presented by a conventional telephone,

ii) in a sequence which follows a predetermined flow chart; and

b) means for transmitting information which presents audible options, for selection by a different remote party, in a sequence which follows said flow chart, the audible options being accessible by a caller using a conventional telephone and selectable using inputs that can

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

be produced using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation so that the presentation of the audible format experienced by callers will be similar to the format of the visual options presented to the remote party.

5. (presently amended) A method, comprising:

a) maintaining a web site which

i) visually presents a set of options, including options A, B, and C, the web site presenting an interface similar to one presented by a conventional telephone, and

ii) visually presents information IA, IB, and IC, respectively, in response to selection of options A, B, and C by a user; and

b) maintaining a telephone answering system accessible using a conventional telephone, for presenting an audible format for presentation of options to a caller, the format for presentation being similar to and coordinated with the visual format used for presentation so that the presentation of the audible format experienced by users of the telephone answering system will be similar to the format of the visual options presented to visitors to the web site, which

i) audibly presents the options A, B, and C, selectable using inputs that can be produced using a conventional telephone and

ii) audibly presents information IA, IB, and IC, respectively, in response to selection of options A, B, and C by a user.

6. (presently amended) A system, comprising:

a) means for maintaining a web site which

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

i) visually presents a set of options, including options A, B, and C, the visual options being presented in a format presenting an interface similar to one presented by a conventional telephone and

ii) visually presents information IA, IB, and IC, respectively, in response to selection of options A, B, and C by a user; and

b) means for maintaining a telephone answering system accessible by callers using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation so that the presentation of the audible format experienced by callers to the telephone answering system will be similar to the format of the visual options presented to users of the web site, which

i) audibly presents the options A, B, and C, selectable using inputs that can be produced using a conventional telephone and

ii) audibly presents information IA, IB, and IC, respectively, in response to selection of options A, B, and C by a user.

7. (presently amended) ~~Method according to~~ The method of claim 5, wherein at least some of information IA, IB, and IC contain further options.

8. (presently amended) ~~System according to~~ The system of claim 6, wherein at least some of information IA, IB, and IC contain further options.

9. (presently amended) A method, comprising:

a) presenting, in a visual format on a web site, the visual format presenting an interface similar to one presented by a conventional telephone, options A and B, and

Appl. No. 09/640,035  
Amdt. dated June 15, 2004  
Reply to Office Action of March 15, 2004

i) responding to a visitor's selection of option A by presenting information  
IA;

ii) responding to a visitor's selection of option B by presenting information  
IB; and

b) presenting, to a telephone caller using a conventional telephone, the format for presentation being similar to and coordinated with the visual format used for presentation so that the presentation of the audible format experienced by callers to the call center will be similar to the format of the visual options presented to visitors to the web site, said options A and B, and

i) responding to a caller's selection of option A, the selection having been made using inputs that can be produced using a conventional telephone, by presenting information IA; and

ii) responding to a caller's selection of option B, the selection having been made using inputs that can be produced using a conventional telephone, by presenting information IB.